

Virginia Law Enforcement Accreditation PROGRAM MANUAL

**Fourth Edition
January 2004**

Disclaimer

This manual includes voluntary standards for the Virginia law enforcement communities that have been approved by the Virginia Law Enforcement Professional Standards Commission. The standards are not meant as a substitute or replacement for any legal requirement that may apply to agencies involved in law enforcement services in the Commonwealth. The Virginia Law Enforcement Professional Standards Commission recognizes that State and local laws, Codes, Rules and Regulations and local Ordinances take precedence over these standards.

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ACKNOWLEDGEMENTS

The Virginia Law Enforcement Professional Standards Commission wishes to express appreciation to the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA.) and the New York State Division of Criminal Justice Services, Bureau of Municipal Police. Their encouragement and cooperation were greatly appreciated in the development of the Virginia program.

The CALEA and New York accreditation programs and standards, as well as programs and standards from several other states, served as models in the development of this project, however, the program reflects statutes and processes uniquely Virginian, and designed specifically for Virginia law enforcement agencies. Many of the standards are consistent with or drawn from those developed by the above-mentioned organizations, which further validates the ongoing professionalization efforts of the law enforcement community.

The Virginia accreditation program relies heavily on the voluntary efforts of the law enforcement community. The program has partnered with the Virginia Law Enforcement Accreditation Coalition (VALEAC) in order to maintain current with emerging professional trends. This manual was last updated in April 2003 after review by the VALEAC Standards Development Committee and approval by the VLEPSC Executive Board. The efforts of the Standards Review Committee reflect the spirit of cooperation and commitment of Virginia law enforcement.

2002/2003 STANDARDS REVIEW COMMITTEE:

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INTRODUCTION

"Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives."
- Will A. Foster

Accreditation is the on going process whereby agencies evaluate policy and procedure against established criteria, and have compliance with that criteria verified by an independent and authoritative body. The criteria, or standards, are policy development guidelines that represent a level of quality service delivery. The true indicator of compliance, however, lies with an evaluation by trained, independent professional peers. The establishment of meaningful and professional standards and an evaluation for compliance to those standards are, therefore, the two fundamentals of an accreditation program.

The Virginia Law Enforcement Professional Standards Commission consists of an Executive Board appointed by the Virginia Association of Chiefs of Police and the Virginia Sheriff's Association. Personnel from the Virginia Department of Criminal Justice Services provide support services to the Board, and serve as the coordinating agency for Commission activities. The Board, all active chiefs or sheriffs, are tasked by their respective associations with developing and maintaining a formal accreditation process specific to Virginia law enforcement agencies, including the development of a comprehensive set of professional standards. The VLEPSC program constitutes the first joint effort of this type in the history of the Commonwealth.

The attitudes, training, and actions of employees of Virginia's law enforcement agencies best reflect compliance with the standards contained in this document. Policy and procedure based on professional standards will not ensure a crime-free environment for citizens, nor will it ensure an absence of litigation against law enforcement agencies and executives. However, effective and comprehensive leadership through professionally based policy development, directly influences the departments' capacity to deliver mandated services, with a greatly enhanced ability to cope with the threat of successful litigation.

The ultimate goal of all accreditation programs is enhanced service delivery. The goal of the Virginia Law Enforcement Professional Standards Commission is to make available a framework whereby the Virginia law enforcement community is provided a voluntary, relatively cost-free accreditation program that is comprehensive, obtainable, and based on standards that reflect professional service delivery. In developing the program, the Board recognized the limited financial and manpower resources of a great many departments, and developed standards that would not place overwhelming demands on those resources.

The standards developed are the basis of an accreditation program that affects every component of the agencies involved. Through the dedication to service and professionalism evidenced by obtainment of accredited status, law enforcement agencies can greatly enhance the services they deliver to the communities they serve.

The development of department policy is the most significant duty of chiefs of police and sheriffs, ergo; this manual contains no policies or procedures. The standards developed by the Commission are only guidelines for WHAT should be done, not HOW it should be done. Policies on many topics, for instance the use of force, may be very similar among most agencies. On the other hand, policies dealing with disciplinary actions may vary greatly. Policy development that complies with these standards, however, remains dependent on the judgment of the chief executive officer. Agencies are encouraged to refer to the Sample Policy Manual for Virginia Law Enforcement Agencies distributed by the Department of Criminal Justice Services for additional guidance on developing policies and procedures.

For additional information contact:

The Virginia Law Enforcement Professional
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HOW TO USE THIS MANUAL

Standards

The **180** standards are divided into four general subject areas: Administration, Operations, Personnel, and Training.

The **Administration** area covers those law enforcement operations that are involved with the day-to-day management of the organization. These standards address the agency mission, goals, and public service role. Components of the organization that do not normally deliver direct law enforcement services to the community are addressed under this section, including Planning and Research, Budget and Fiscal Management, and Communications. This section is the largest division, containing 76 standards under 25 topic areas. The letters ADM. preceding the standard number, e.g. ADM.18.01, identifies all Administration standards.

The **Operations** section covers those areas where direct service delivery is most often found. Patrol, Criminal Investigations, and Court Security are examples of standard types found in this section. Operations contain 63 standards under 12 topic areas. The letters OPR preceding the standard number identifies all standards under Operations, e.g. **OPR.08.04**.

The **Personnel** section is devoted to subjects involving areas of policy that govern the employment, career opportunities and the work environment. Subjects such as Selection and Hiring, Performance Evaluations, and Discipline are found here. The Personnel section contains 33 standards in 10 topic areas. The letters PER preceding the standard number identifies standards under Personnel, e.g. **PER.06.01**.

The smallest but certainly a very important area of standards is found in the **Training** subject area. Although this section contains only 8 standards in 4 topic areas, the policies developed for these items greatly influence many other subject areas. This area should never be overlooked because of its size! The letters TRN preceding the standard number identifies training standards, e.g. **TRN.01.01**.

The **Standards** contain at least two components, and may be divided into as many as four parts. The example below illustrates these parts.

ADM.09.01 The agency has a written directive system that includes, at a minimum:

- a. A statement of agency policy;
 - b. Procedures for carrying out agency activates;
 - c. Rules and regulations
 - d. Procedures for reviewing, maintaining, and revising written directives; and
 - e. The identities of the persons or positions that have the authority to issue, modify, or approve agency written directives.
-

In the above example, the standard is identified by its **specific number**, ADM.09.01. This number indicates it is an **Administration** standard (ADM) and in the ninth topic area (Written Directives) and is the first of the standards in this area.

Following the number is the **standard statement**. The standard statement can be several sentences long and will describe the crux of the requirement. In some cases, such as in the example we are using here, the **standard statement** also contains several **bullets**. In ADM.09.01 there are five **bullets**, a, b, c, d and e. The **bullets** indicate specific points that must be addressed in the agency's policy statement for compliance.

The Commission has developed **Commentary** entries for many of the standards. The commentaries more fully define the intent of a particular standard, however, they are **NOT BINDING** when policy is assessed for compliance. Additionally, any **bullets** that appear in the commentary section of a standard are also **not binding**.

Several of the standards are "**If..**" standards. These standards require compliance only from those agencies that perform the particular duty, or employ the named specific components. For instance, if the agency does not allow off-duty employment, it is not required to develop policy on how off-duty employment is administered as stated in standard PER.04.02. However, the agency must still develop a policy regarding the forbidding of off-duty employment, as required by standard PER.04.01.

Sometimes the "**If**" standard will be self-descriptive, such as:

OPR.01.03 If unmarked vehicles are used for routine, general patrol service, and/or traffic enforcement, they must be equipped, at a minimum, with a siren and emergency lights in operational order. The operator must have the ability to maintain constant radio communication.

If your agency does not use unmarked cars for routine, general patrol service, and/or traffic enforcement, then you are not required to develop policy to insure that the unmarked vehicles you do have are equipped as indicated. Keep in mind, the standards developed by the VLEPSC are minimum guidelines. In the above example, the agency certainly can equip all department vehicles with emergency equipment, and in the case of patrol cruisers, certainly should!

The standards developed by the VLEPSC should serve as a blueprint for agency policy. They are not, however, the only resource the agency should explore. Virginia law enforcement agencies have an excellent reputation regarding the sharing of information, especially in the area of policy development. Departments that have long term commitment to accreditation efforts can serve as a tremendous resource to those just starting the process. Additionally, the Department of Criminal Justice Services distributes, at no cost, the sample policy manual described in the Introduction of this document. New accreditation managers seeking advice should never hesitate to contact other agencies involved in the accreditation process.

ADMINISTRATION

Agency Role	ADM.01.01-01.02
Limits of Authority	ADM.02.01-02.05
Mission Statement	ADM.03.01
Goals and Objectives	ADM.04.01
Use of Force	ADM.05.01-05.03
Weapons	ADM.06.01
Structure and System	ADM.07.01-07.04
Classification	ADM.08.01
Written Directives	ADM.09.01-09.02
Planning and Research	ADM.10.01
Crime Analysis	ADM.11.01
Auxiliary Program	ADM.12.01
Mutual Aid	ADM.13.01
Liaison with Other Agencies	ADM.14.01-14.02
Capital Assets/Budget and Fiscal Management	ADM.15.01-15.05
Property and Evidence Control	ADM.16.01-16.04
Contract Services	ADM.17.01
Internal Agency Investigations / Internal Affairs	ADM.18.01-18.05
Inspectional Services	ADM.19.01
Community Relations	ADM.20.01-20.03
Crime Prevention	ADM.21.01-21.02
Public Information	ADM.22.01-22.03
Victim/Witness Services	ADM.23.01-23.04
Communications	ADM.24.01-24.10
Records	ADM.25.01-25.12

AGENCY ROLE

ADM.01.01 A written directive requires all personnel, prior to assuming sworn status, to take an oath of office to enforce the law and uphold the Constitution of the United States and the Constitution of the Commonwealth of Virginia. The oath shall include, at a minimum, the wording required by the Code of Virginia.

ADM.01.02 A written directive requires all sworn officers to receive and abide by a code or canon of ethics adopted by their agency.

***COMMENTARY:** The canon of ethics adopted by the International Association of Chiefs of Police, the Law Enforcement Code of Ethics, as published by the International Chiefs of Police or the Code of Ethics of the Office of the Sheriff, as adopted by the National Sheriff's Association will satisfy the intent of this standard.*

LIMITS OF AUTHORITY

ADM.02.01 A written directive defines the authority vested in sworn personnel.

ADM.02.02 A written directive governs procedures for assuring compliance with all applicable constitutional requirements including:

- a. Interviews and interrogations;
- b. Access to counsel;
- c. Search and seizure, with or without a warrant;
- d. Stop and frisk;
- e. Arrest made, with or without a warrant; and
- f. Assuring all constitutional safeguards are provided to non-English speaking and/or hearing impaired persons in a manner that is clearly understood.

ADM.02.03 A written directive defines the authority, guidelines, and circumstances when sworn personnel may exercise alternatives to arrest, pre-arraignment confinement and/or pretrial release.

ADM.02.04 A written directive addresses the rights and privileges of foreign nationals and diplomatic immunity to include:

- a. The right to have their consular official notified;
- b. Situations where consular notification is mandatory;
- c. The right of consular officials to access foreign nationals in detention and provide consular assistance;
- d. Notification of consular officials when an agency member becomes aware of the death of a foreign national;

- e. Notification of consular officials when a guardianship or trusteeship is being considered with respect to a foreign national who is a minor or incompetent;
- f. Handling of a suspect who claims diplomatic immunity;
- g. Suggested statements of rights to be administered to foreign nationals who are arrested or detained; and
- h. Information needed by the agency to contact the consulate and the U.S. State Department.

COMMENTARY: Refer to Articles 51 & 55 of the Vienna Convention and the U.S. Department of State publications "Counselor Notification and Access" and "Diplomatic and Consular Immunity."

ADM.02.05 A written directive prohibits officers from engaging in bias-based policing. The directive will include:

- a. A definition of bias-based policing;
- b. A requirement that all sworn employees receive initial and on-going training in proactive enforcement tactics, to include cultural diversity, courtesy, and interpersonal communication skills; and
- c. A requirement that all complaints of bias-based policing shall be thoroughly investigated through the agency's internal affairs process.

Commentary: Agencies must avoid practices that undermine the public trust, such as "racial profiling" if they are to strive for maximum effectiveness. A comprehensive "racial profiling" policy and related training provides officers with the knowledge needed to avoid unwarranted accusations. The policy should include direction based on reasonable and articulate suspicion.

MISSION STATEMENT

ADM.03.01 The agency shall have a written mission statement addressing overall departmental philosophy, disseminated to all personnel, that defines the agency's purpose.

GOALS AND OBJECTIVES

ADM.04.01 Written goals and objectives are reviewed annually, and, if updated, made available to all agency personnel.

COMMENTARY: Establishing goals and objectives that are communicated to all employees ensure unity of purpose and direction. Goals and objectives should include strategies. Periodic evaluation and updating of goals and objectives serves as a basis for measuring progress.

USE OF FORCE

ADM.05.01 A written directive states:

- a. That officers shall use only the force necessary to effect lawful objectives;
- b. That officers will follow a force "continuum" or use of force alternative protocols in responding to perceived threats with all issued lethal or non-lethal weapons authorized by the agency;
- c. That officers may use deadly force only under a reasonable belief that the action is in defense of human life, or in defense of any person in imminent danger or facing a significant threat of serious physical injury;
- d. The guidelines for the use of deadly force against a fleeing felon; and
- e. That the discharge of warning shots is prohibited.

COMMENTARY: *This directive may encompass the use of all kinds or types of force, whether deadly or not. The purpose of this standard is to provide officers with guidance in the use of force in threatening or life-or-death situations, and to prevent the loss of life. The agency might include in it's orders definitions of "reasonable belief," "serious physical injury," and "excessive force," per rulings of the U. S. Supreme Court. The force "continuum" and alternative force protocols refers to levels of threat perceived by the officer with corresponding, authorized modes of force to oppose the threats. In a written directive, this reference may include, with examples, every non-lethal weapon authorized by the agency.*

ADM.05.02 A written directive requires that all sworn personnel be issued copies of and be trained in orders pertaining to ADM.05.01 before being authorized to carry a firearm.

ADM.05.03 A written directive outlines procedures to be observed following an application of force, to include:

- a. A description of the internal process for the documentation, review, and disposition of any incident where an officer applies force resulting in, or allegedly resulting in, injury or death of a person; and
- b. A provision permitting the removal of any employee from line duty assignment, pending administrative review, whose actions or application of force results in serious physical injury or death.

COMMENTARY: *Agencies must carefully review all incidents in which the application of force causes injury or death. Agencies may wish to consider that all applications of force should be documented and reviewed, not just those resulting in serious injury or worse. Control over the application of force must be maintained for reasons of safety, compliance with state law, or constitutional decisions. The agency directive should state situations or contexts in which force is applied that do not require reporting, such as during training. The purpose of removing employees from line duty assignment is to shield those who have not exceeded lawful authority in applying force. Further, agencies might consider removing from line duty, officers who have been involved in critical or traumatic use of force incidents for debriefing or counseling,*

possibly including the officers' family. Further, agencies should review their force directives at least annually.

WEAPONS

ADM.06.01 A written directive:

- a. Requires officers to receive training and demonstrate proficiency in the use of all authorized weapons before carrying them;
- b. Requires officers to qualify at least annually with any firearm they are authorized to use;
- c. Requires officers to undergo refresher training and qualification (if applicable) at least biennially for any weapons other than firearms;
- d. Lists procedures for authorizing and carrying non-issued personal weapons, whether lethal or non-lethal; whether for on duty or off duty use; and
- e. Gives agency requirements or prohibitions for carrying weapons and ammunition while on duty or while off duty.

COMMENTARY: *The intent of this standard is to cover the issuance, training, certification, and carrying of all authorized weapons, from non-lethal varieties to firearms.*

STRUCTURE AND SYSTEM

ADM.07.01 A written statement issued by a unit of government, or a law or ordinance, or a combination, designates the authority and responsibility of the Chief Executive Officer.

ADM.07.02 The agency establishes a protocol for the following situations, at a minimum:

- a. The absence of the Chief Executive Officer;
- b. Exceptional situations; and
- c. Situations involving personnel of different functions engaged in a single operation.

ADM.07.03 The agency maintains a chart depicting its organizational structure that is made available to all personnel.

ADM.07.04 A written directive requires that:

- a. Each employee is responsible to only one supervisor at any given time;
- b. Each organizational component is under the direct command of only one supervisor;
- c. Supervisory personnel are accountable for the performance of employees under their immediate control; and
- d. All employees obey any lawful order of a supervisor, including any order relayed from a supervisor by an employee of the same or lesser rank. The directive must also include procedures to be followed by an employee who receives a conflicting or unlawful order.

CLASSIFICATION

ADM.08.01 The agency maintains current job descriptions for each job within the agency.

COMMENTARY: Job descriptions entail the job title, reporting relationships, identification of important or essential elements of each position and dissecting the job into basic parts. The skills, knowledge, and abilities to perform each job should be detailed in the job description.

WRITTEN DIRECTIVES

ADM.09.01 The agency has a written directive system that includes, at a minimum:

- a. A statement of agency policy;
- b. Procedures for carrying out agency activities;
- c. Rules and regulations;
- d. Procedures for reviewing, maintaining and revising written directives; and
- e. The identities of the persons or positions that have the authority to issue, modify, or approve agency written directives.

ADM.09.02 A written directive establishes procedures for the dissemination of approved agency directives to agency personnel, to include:

- a. Affected personnel;
- b. Placement at accessible locations; and
- c. Acknowledgement of receipt.

COMMENTARY: The agency should either distribute the directives to each person affected by them or place the directives at specified locations.

PLANNING AND RESEARCH

ADM.10.01 A written directive establishes and defines the planning and research function of the agency.

COMMENTARY: The responsibility for planning and research must be clearly delineated. This responsibility should identify the types of planning necessary to ensure effective agency operations.

CRIME ANALYSIS

ADM.11.01 A written directive establishes crime analysis functions to include, at a minimum:

- a. Specification of documents from which crime analysis data elements are extracted;
- b. Analysis of crime data;
- c. Identification of potential or actual police/citizens concerns;
- d. Documentation of the temporal (time) and geographic (location) distribution of selected crimes;
- e. The distribution of crime analysis information, to include the chief executive officer; and
- f. Feedback analysis and program evaluation.

AUXILIARY PROGRAM

ADM.12.01 A written directive establishes and describes the agency's auxiliary program, to include:

- a. The authority of the auxiliary personnel;
- b. The duties and responsibilities of the auxiliary personnel;
- c. The requirement that auxiliary personnel successfully complete training in all tasks which they will be authorized to perform prior to performing the task to include all requirements of the Code of Virginia; and
- d. All training requirements necessary to obtain and maintain auxiliary personnel status.

***COMMENTARY:** Auxiliary officers act with the authority of their agency, and present a potential liability if tasked with performing duties (such as traffic direction) without prior training. Please check definitions of terms in the glossary for this standard.)*

MUTUAL AID

ADM.13.01 Interagency agreements concerning contiguous jurisdictions and other jurisdictions within the Commonwealth shall be conducted in accordance with the Code of Virginia, 1950, as amended.

LIAISON WITH OTHER AGENCIES

ADM.14.01 The agency maintains liaison with other criminal justice agencies, and emergency service agencies in its service area.

ADM.14.02 The agency identifies the services and resources available through both public and private service agencies, and makes such information available to agency personnel.

COMMENTARY: Identifying services and resources available to the public allows law enforcement personnel to refer citizens in need of such services for appropriate assistance. Examples of public service agencies might be social services, health departments, etc. Examples of private service agencies might be the Red Cross, Salvation Army, Missions, Shelters, crisis centers, etc.

CAPITAL ASSETS/ BUDGET AND FISCAL MANAGEMENT

ADM.15.01 A written directive governs procedures for the requisition and purchase of agency equipment and supplies to include, at a minimum:

- a. Specifications for items requiring standardized purchases;
- b. Bidding procedures;
- c. Criteria for the selection of vendors and bidders;
- d. Procedures for the emergency purchasing or rental agreements for equipment;
- e. Procedures for requesting supplemental or emergency appropriation and fund transfer; and
- f. Procedures for contracts such as maintenance and service agreements.

COMMENTARY: This is generally a county/city procedure that most agencies have to follow.

ADM.15.02 The agency uses an accounting system that includes approval of each account, and, at a minimum, provisions for monthly status reports showing:

- a. Initial appropriation for each account (or program);
- b. Balances at the commencement of the monthly period;
- c. Expenditures and encumbrances made during the period; and
- d. Unencumbered balance.

ADM.15.03 A written directive governs the maintenance of official cash funds or accounts where agency personnel are permitted to receive, maintain, or disburse cash and includes, at a minimum:

- a. A balance sheet, ledger, or other system that identifies initial balance, credits (cash income received), debits, (cash disbursed), and the balance on hand;
- b. Receipts or documentation for cash received;
- c. Authorization for cash disbursements, including CEO or designee authorization for expenses in excess of a given amount;
- d. Records, documentation, or invoice requirements for cash expenditures;
- e. Persons or positions authorized to disburse or accept cash;
- f. Quarterly accounting of agency cash activities; and
- g. Procedures for an independent audit of the agency's fiscal activities.

COMMENTARY: This standard refers to drug funds, petty cash, witness protection funds, record room receipts, license fees, etc. This standard does **not** apply to asset forfeiture.

ADM.15.04 A written directive designates that stored agency property is in a state of operational readiness and is inspected at least semi-annually.

***COMMENTARY:** This standard refers to the agency's stored law enforcement equipment (i.e., special weapons, tactical tools, gear, devices or any other stored equipment, including equipment stored in vehicles, that must be kept in a state of operational readiness for immediate deployment).*

ADM.15.05 A written directive requires an inventory for all capital assets within agency control. (6/00)

***COMMENTARY:** Capital assets are defined by the individual agency. Many agencies set a dollar amount before an inventory is required.*

PROPERTY AND EVIDENCE CONTROL

ADM.16.01 A written directive establishes procedures for receiving all evidentiary and non-evidentiary property obtained by employees within agency control, to include:

- a. Requiring all property to be logged into agency records and placed under the control of the property and evidence control function before the officer ends his/her tour of duty;
- b. Requiring a written report detailing the circumstances by which the property came into the agency's possession and describing each item of property obtained;
- c. Providing guidelines for the packaging and labeling of property prior to storage;
- d. Establishing extra security measures for handling exceptional, valuable, or sensitive items of property; and
- e. Requiring an effort to identify and notify the owner or custodian of non-evidentiary property in the agency's custody.

ADM.16.02 A written directive establishes procedures for property and evidence storage to include:

- a. Requiring all evidentiary and non-evidentiary property be stored within designated, secure areas;
- b. Requiring secure facilities to be provided for storage of evidentiary and non-evidentiary property during periods when the property room is closed;
- c. Requiring that only authorized personnel have access to areas used by the agency for storage of evidentiary and non-evidentiary property;
- d. Requiring the maintenance of records that reflect the status of all property held by the agency; and
- e. Establishing procedures for the temporary and final release of property items from the control of the property and evidence function.

ADM.16.03 The following inspections and reports shall be completed;

- a. At least quarterly, the person responsible for the property and evidence control function, or his or her designee, conducts an inspection of adherence to procedures used for the control of property;
- b. Whenever the primary property manager is assigned and/or transferred from the property and evidence control function, an inventory of property, to ensure that records are correct and properly annotated, is conducted jointly by the newly designated property custodian and a designee of the CEO;
- c. An annual audit of property held by the agency is conducted by an employee not routinely or directly connected with property control;
- d. Unannounced inspections of property storage areas are conducted *biannually* as directed by the agency's chief executive officer. (01/04)

ADM.16.04 Final disposition of found, recovered, and evidentiary property is accomplished within six months after legal requirements have been satisfied and in accordance with the Code of Virginia.

CONTRACT SERVICES

ADM.17.01 If paid law enforcement services, are provided by the agency to another jurisdiction or town, the agency has a written contract detailing the terms of such services, to include:

- a. A detailed description of the specific service(s) to be provided;
- b. Financial terms of the contract;
- c. Records to be maintained by the agency;
- d. Duration, modification, and termination of the contract;
- e. Liability issues;
- f. A stipulation that supervision and control of agency personnel will remain with the agency; and
- g. Arrangements for the use of agency equipment and facilities.

COMMENTARY: *The elements of contract law enforcement services should be clearly identified in a written agreement. The contract should clearly define the nature and extent of the services to be provided, such as financial terms, records to be maintained, duration, modification, and termination of the contract, control of agency personnel, use of agency owned equipment and facilities, and liability issues. This standard also applies to providing paid law enforcement services to the National Forest Service.*

INTERNAL AGENCY INVESTIGATIONS / INTERNAL AFFAIRS

ADM.18.01 The agency makes available information to the public on procedures to be followed in registering complaints against the agency or its employees.

ADM.18.02 A written directive requires the agency to record, investigate, and adjudicate all complaints against the agency or employees of the agency.

***COMMENTARY:** The purpose of this standard is to require a complaint to be recorded and investigated. On occasion, malicious and deliberate false accusations are made against the agency or its employees. These accusations should be investigated to protect the integrity of the agency or the employees, thereby instilling public confidence in the agency. In some cases the extent of the investigation may be limited to substantiating the falsity of the accusations.*

ADM.18.03 A written directive establishes the agency's internal affairs function, to include:

- a. The categories of complaints that require investigation by the internal affairs function.
- b. Designating a position or individual within the agency as responsible for the internal affairs function with the authority to report directly to the agency's chief executive officer; and
- c. That the written directives relating to the administration of the internal affairs function are disseminated to all personnel.

***COMMENTARY:** The written directive should establish the administration of internal affairs matters for the purpose of creating a process to ensure the integrity of the agency. The goal of internal affairs is to ensure that the integrity of the agency is maintained through an internal system where objectivity, fairness, and justice are assured by intensive and impartial investigation and review.*

ADM.18.04 A written directive specifies the activities of the internal affairs function, to include:

- a. Overseeing the assigned investigation(s) of alleged or suspected misconduct within the agency, either as a criminal or administrative matter, or both; and
- b. Maintaining the confidentiality and security of the internal affairs investigation and records.

***COMMENTARY:** It should be the policy of the agency that all allegations of employee misconduct be appropriately investigated and promptly adjudicated. Additionally, all reports or accusations made against members of the agency, or the agency in general, from all sources, should be completely investigated in order to insure the integrity of the agency and its members.*

ADM.18.05 When employees are notified that they have become the subject of an internal affairs investigation, the agency provides the employee a written statement of the allegations and the employee's rights and responsibilities relative to the investigation. The agency also notifies the complainant concerning the status of complaints against the agency or its employees.

INSPECTIONAL SERVICES

ADM.19.01 A written directive specifies the agency's inspectional process and includes, at a minimum:

- a. Procedures to be used in conducting both line and staff inspections;
- b. Frequency of line and staff inspections;
- c. Identity, authority, and responsibilities of person(s) conducting line and/or staff inspections;
- d. Criteria to identify those inspections that require a written report; and
- e. Follow-up procedures to ensure noted deficiencies are corrected.

***COMMENTARY:** The inspection process is an essential mechanism for evaluating the agency's operations, ensuring that the agency's goals are being pursued, identifying the need for additional resources, and ensuring that control is maintained throughout the agency. Generally, line inspections focus on the conditions of facilities, equipment, procedures, uniforms, vehicles, etc. and are done frequently by a line supervisor. Staff inspections generally focus on agency procedures and are done infrequently by staff personnel. For example, a line inspection may determine if patrol officers are checking their vehicles at the beginning of their shift where a staff inspection may look at an entire division to determine if it is accomplishing its assigned mission, or meeting its goals.*

COMMUNITY RELATIONS

ADM.20.01 The community relations' function provides the following, at a minimum:

- a. Establishing liaison with formal community organizations and other community groups;
- b. Informing all personnel that they are responsible for achieving the agency's community relations objectives; and
- c. Developing community relations policies for the agency as a whole.

ADM.20.02 At least annually, the agency prepares a report that includes, at a minimum, the following elements:

- a. A description of the concerns voiced by the community;
- b. A description of potential problems that have a bearing on law enforcement activities within the community; and
- c. A statement of recommended actions that address previously identified concerns and problems.

ADM.20.03 If the agency conducts a survey of citizen attitudes and opinions, it includes:

- a. Overall agency performance;

- b. Overall competence of agency employees;
- c. Officers attitudes and behavior toward citizens;
- d. Concern over safety and security within the agency service area as a whole; and
- e. Recommendations and suggestions for improvements.

CRIME PREVENTION

ADM.21.01 The agency's crime prevention function provides for the following:

- a. Targeting programs to address the public safety needs of the community;
- b. Evaluating the effectiveness of crime prevention programs; and
- c. Assisting in organizing crime prevention groups in residential and business areas targeted for such activities and maintaining liaison with these and other interested community groups.

***COMMENTARY:** Preventing crime demands an integrated, coordinated agency response. Therefore, for a crime prevention function to meet its goals, it should maintain close ties with those other functions that support, and make possible, the furtherance of the crime prevention effort, especially the patrol officers engaged in field assignments. That an agency is small does not exempt it from seeking a reasonable balance between its reactive and proactive (crime prevention) functions. The agency should establish priorities for action.*

ADM.21.02 If granted the opportunity by the jurisdictions governing authority, the agency provides crime prevention input into development and/or revision of zoning policies, building codes, fire codes, and residential/commercial building permits.

PUBLIC INFORMATION

ADM.22.01 A written directive establishes the public information function to include, at a minimum:

- a. Identifying personnel within the agency authorized to make news releases;
- b. Assisting news media personnel in covering news stories at the scene of incidents;
- c. Preparing and distributing agency news releases;
- d. Arranging for, and assisting at news conferences;
- e. Being available for on-call responses to the news media;
- f. Coordinating and authorizing the release of information concerning victims, suspects, and witnesses;
- g. Coordinating and authorizing the release of information concerning on-going agency investigations and operations; and
- h. Procedures for releasing information when other service agencies are involved in a mutual effort.

COMMENTARY: *Agencies have an obligation to inform the public and news media of events that affect the lives of citizens in their communities with openness and candor. The intent of this standard is to establish accountability for the public information function and to provide guidelines to all agency personnel regarding the release of information on agency activities or investigations which may jeopardize the outcome of such activities or investigations, or conflict with applicable legal requirements or restrictions.*

ADM.22.02 A written directive controls the access of news media representatives to the scene of major fires, natural disasters, or other catastrophic events, and the perimeter of crime scenes, in accordance with the Code of Virginia as amended.

ADM.22.03 A written directive establishes guidelines for employees regarding compliance with the Freedom of Information Act to include at a minimum:

- a. A designated point of contact within the agency to handle third party requests for information;
- b. Maximum time limits for providing requested information;
- c. Calculating the charges for information provided; and
- d. Circumstances under which the information may be withheld.

VICTIM/WITNESS SERVICES

ADM.23.01 A written directive summarizes the rights of victims and witnesses in accordance with the Code of Virginia.

ADM.23.02 A written directive defines victim/witness services to be rendered during preliminary investigation, to include:

- a. Giving information to the victim/witness about applicable services such as medical services, compensation programs, counseling, legal services, etc.;
- b. Advising victims/witnesses about what to do if the suspect or suspect's companions or family threatens or otherwise intimidates him or her;
- c. Informing victims/witnesses about the case number and subsequent steps in the processing of the case;
- d. Providing the telephone number that the victim/witness may call to report additional information about the case or to receive information about the status of the case;
- e. Petitioning for an emergency protective order by the officer, if necessary, and
- f. Providing for transportation for victims to safe places or medical facilities.

COMMENTARY: *Much of the information for victim/witness services can be placed on a card and given to the victim/witness by the preliminary investigating officer.*

ADM.23.03 A written directive specifies victim/witness assistance services to be provided during the follow-up investigation, if any, to include at a minimum:

- a. If not detrimental to the successful prosecution of the case, explaining to the victim/witness the procedures involved in their case and their role in those procedures;
- b. If feasible, scheduling line-ups, interviews, and other required appearances at the convenience of the victim/witness, and, at the option of the agency, providing transportation; and
- c. If feasible, promptly returning victim/witness property taken as evidence (except contraband, disputed property, and weapons used in the course of the crime), where permitted by law or rules of evidence.

COMMENTARY: *In most cases these services should be provided by the investigating officer/investigator.*

ADM.23.04 A written directive specifies victim/witness services to be provided to agency personnel and their families following line-of-duty deaths or serious injuries.

COMMENTARY: *Appropriate agency-provided services include: notifying the family of the dead or injured officer in a timely, personal manner, assisting at the hospital, supporting the family at the funeral and burial, helping the family with legal and benefit matters, supporting the family during criminal proceedings, if any, and maintaining long-term contact with the family.*

COMMUNICATIONS

ADM.24.01 A written directive specifies a position in the agency responsible for the communications function.

COMMENTARY: *The purpose of this standard is to place accountability for the communications function within the agency's organizational structure.*

ADM.24.02 A written directive establishes the agency's communication function, to include:

- a. Radio communications;
- b. Telephone communications;
- c. Teletype and automated data communications; and
- d. Alarm monitoring (if applicable.)

COMMENTARY: *The written directive should establish these functions and specify activities associated with each. In small agencies, one person may be responsible for all functions. In larger agencies, these functions may be separated and staffed accordingly.*

ADM.24.03 A written directive requires that the agency's radio operations be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements and/or SIRS procedures, as applicable.

ADM.24.04 The agency provides 24-hour, toll-free telephone access to the citizens of its jurisdiction for emergency calls for service.

COMMENTARY: The citizens of the agency's jurisdiction should be able to contact the law enforcement agency at all times for information or assistance that may be needed in emergencies.

ADM.24.05 A written directive establishes procedures for obtaining, recording, maintaining, and purging relevant information of each request for service, to include:

- a. Control number;
- b. Date and time of request;
- c. Name and address of complainant (if possible);
- d. Type of incident reported;
- e. Location of incident reported;
- f. Identification of officer(s) assigned as primary and backup;
- g. Time of dispatch;
- h. Time of officer arrival;
- i. Time of officer return to service;
- j. Disposition or status of reported incident; and
- k. CAD equipped agencies must include a retention schedule for data captured by the computer system.

ADM.24.06 A written directive establishes procedures for radio communications, to include:

- a. Specifications of the circumstances requiring radio communications by field officers;
- b. The recording of the status of officers when out of service;
- c. The methods used for identifying officers during radio transmissions;
- d. Communications with interacting agencies; and
- e. Circumstances that require the presence of a patrol supervisor at the scene for the purpose of assuming command.

ADM.24.07 Communications personnel have immediate access to at least the following departmental resources:

- a. Officer in charge;
- b. Duty roster of all personnel;
- c. Residential telephone number of every agency member;
- d. Visual maps detailing the agency's service area;
- e. Officer status information; and
- f. Written procedures and telephone numbers for procuring emergency and necessary external services to the agency.

ADM.24.08 A written directive specifies security measures for the communications center, to include:

- a. Limiting access;
- b. Protecting equipment; and
- c. Providing for back-up resources.

COMMENTARY: *The capability to maintain communications in all emergencies dictates security measures are implemented that protects communications personnel and equipment.*

ADM.24.09 The communications component maintains the capability of immediate playback of recorded telephone and radio conversations while it maintains continuous recording of radio transmissions and emergency telephone conversations within the communications center. The written directive establishes the following:

- a. The retention of audio records for a minimum of thirty days;
- b. Secure handling and storage of audio records; and
- c. Procedures for reviewing recorded conversations.

ADM.24.10 The agency has an alternate source of electrical power that is sufficient to ensure continued operation of emergency communications equipment in the event of the failure of the primary power source.

RECORDS

ADM.25.01 A written directive requires the documenting and/or reporting of every incident if the incident is alleged to have occurred in the agency's service area to include:

- a. Citizen reports of crimes;
- b. Citizen requests/calls for service;
- c. When an employee is dispatched or assigned;
- d. Criminal and non-criminal cases initiated by law enforcement employees; and
- e. Incidents involving arrests, citations, or summonses.

COMMENTARY: *A record should be made of actions taken by Virginia law enforcement personnel whether in response to a request for service or for self-initiated actions. The directive should establish procedures to ensure that proper action is taken to investigate complaints, evaluate suggestions, and correct deficiencies or refer them to proper authorities for correction.*

ADM.25.02 The agency's criminal record system must:

- a. Be compatible with the requirements of the Virginia Central Criminal Records Exchange; and
- b. Have records (physical or electronic) accessible 24 hours a day.

COMMENTARY: *Participation in the national Uniform Crime Reporting/Incident Based Reporting system helps promote the development of good record keeping and aids in the effort to establish a national database of crime statistics. The standard would be satisfied if the agency reports data via the Virginia Central Criminal Records Exchange, for subsequent inclusion in the national system and supplied 24-hour access to physical or electronic records.*

ADM.25.03 A written directive establishes privacy and security precautions for the agency's records, and at a minimum, includes the following:

- a. Procedures for the separation of juvenile criminal arrest records from adult criminal arrest records pursuant to state code;
- b. Physical security and controlling access to agency files; and
- c. Procedures for the release of agency records.

ADM.25.04 The agency maintains an alphabetical master name index.

COMMENTARY: *A master name index file is a file (physical or electronic) that includes the names of persons identified in field reports and should serve as a cross reference to all documents in which a person has been named.*

ADM.25.05 If the agency is automated, the following files are maintained:

- a. Incidents by type of offense or report;
- b. Incidents by location; and
- c. Stolen, found, recovered and evidentiary property file.

ADM.25.06 A written directive establishes a numbering system, with provisions for the assignment of a unique number to every agency-identified incident.

COMMENTARY: *A single numbering series (case or incident number) should be employed for all incidents of law enforcement service.*

ADM.25.07 A written directive establishes a field reporting system to include:

- a. Guidelines when reports must be written;
- b. Forms to be used in field reporting;
- c. Procedures for completing field and accident reports;
- d. Procedures for submitting and processing; and
- e. Incidents reported to the agency, by citizens of their jurisdiction, when the jurisdiction of the offense cannot be determined. (01/04)

COMMENTARY: *This directive may be in the form that describes and illustrates the information to be included on report forms*

ADM.25.08 A written directive establishes criteria for recording arrest information on all CCRE reportable offenses, to include:

- a. Assigning an arrest or case number to each person arrested;
- b. Creating a criminal history file for each person under custodial arrest;
- c. Preparing reports;
- d. Fingerprinting; and
- e. Photographing.

COMMENTARY: *The written directive should specify those offenses for which fingerprints and photographs are required. Additionally, the directive should provide guidance for keeping existing file information current for persons subsequently arrested (e.g. address, photograph.)*

ADM.25.09 The agency has a traffic records system or access to a comparable system containing:

- a. Traffic accident data (reports/investigations/locations)
- b. Traffic enforcement data (citations/arrests/dispositions/locations); and
- c. Roadway hazard reports.

COMMENTARY: *The traffic records system should provide accurate information to field personnel who are performing primary traffic functions and provide compilations of data upon which management decisions may be based. Some of the required data may be collected and disseminated by other Commonwealth or local agencies.*

ADM.25.10 A written directive establishes procedures for maintaining a warrant and wanted persons file, to include:

- a. Establishing criteria for entering notices in regional, state, and federal information systems;
- b. Establishing criteria for receiving information from other jurisdictions;
- c. Recording the information in agency files;
- d. Verifying information;
- e. Canceling information; and
- f. 24- hour physical access to the warrant section.

COMMENTARY: *Warrants and the master name index should be cross-referenced. Some agencies may place this responsibility with central records, others may have specialized functions such as warrant and fugitive or civil process units. If the agency is accomplishing the requirements in any fashion, it is sufficient for compliance with all standards.*

ADM.25.11 The agency has and complies with a records retention schedule consistent with the Code of Virginia.

ADM.25.12 A written directive establishes procedures for the distribution of reports and records.

OPERATIONS

Patrol	OPR.01.01-01.09
Criminal Investigations	OPR.02.01-02.06
Organized Crime/Vice	OPR.03.01-03.06
Juvenile Operations	OPR.04.01-04.04
Unusual Occurrences	OPR.05.01-05.03
Special Operations	OPR.06.01-06.03
Traffic	OPR.07.01-07.12
Prisoner/Patient Transport	OPR.08.01-08.04
Restraints	OPR.09.01
Lock Up/Interview Room	OPR.10.01-10.05
Court Security	OPR.11.01-11.05
Legal Process	OPR.12.01-12.04
Domestic Violence	OPR.13.01

PATROL

OPR.01.01 A written directive establishes procedures for responding to routine and emergency calls, and includes guidelines for the use of authorized emergency equipment.

OPR.01.02 Virginia law enforcement vehicles used in routine or general patrol service must be conspicuously marked and equipped, at a minimum, with a siren and emergency lights in operational order. The operator must have the ability to maintain constant radio communication.

OPR.01.03 If unmarked vehicles are used for routine, general patrol service, and/or traffic enforcement, they must be equipped, at a minimum, with a siren and emergency lights in operational order. The operator must have the ability to maintain constant radio communication.

OPR.01.04 A written directive defines the agency's use of occupant safety restraining devices in agency vehicles in compliance with the Code of Virginia.

OPR.01.05 Body armor is issued to, or at least available to, all officers assigned to routine uniformed field duty.

OPR.01.06 If the agency utilizes cellular telephones and/or mobile data technology in the police vehicle, a written directive governs their usage. (01/04)

Commentary: The directive should address issues of use and operation while driving, regardless of whether it is agency owned or personal property.

OPR.01.07 A written directive specifies procedures for:

- a. Assignments to operational shifts;
- b. Frequency of shift rotation, if any;
- c. Assignment to beats, if any,
- d. Frequency of beat rotation, if any; and
- e. Continuous coverage during shift changes, if the agency operates on a shift schedule.

OPR.01.08 If the agency has, or uses, any special purpose vehicles and/ or animals, a written directive governs their operation and includes at a minimum:

- a. A statement of the objective of their operation or usage;
- b. Training for personnel authorized to operate and maintain the vehicle and its equipment or control and care of the animal; and
- c. A list of equipment, required for the vehicle and/or animal.

OPR.01.09 A written directive governs pursuit of motor vehicles to include:

- a. Evaluating the circumstances;
- b. Initiating officer responsibilities;
- c. Secondary unit's responsibilities;
- d. Dispatcher's responsibilities;
- e. Supervisor's responsibilities;
- f. Forcible stopping/roadblock (see Use of Force policy);
- g. Inter- and intra-jurisdictional pursuits;
- h. When to terminate pursuit; and
- i. Procedure for administrative review of the pursuit.

CRIMINAL INVESTIGATIONS

OPR.02.01 A written directive establishes steps to be followed in conducting preliminary investigations, to include:

- a. Documenting pertinent conditions, events, and remarks;
- b. Maintaining and protecting the crime scene and arranging for the collection of evidence;
- c. Locating and identifying victims and witnesses; and
- d. Interviewing the complainant and witnesses, and interviewing the suspect.

OPR.02.02 The agency uses a case screening system and specifies the criteria for continuing and/or suspending an investigative effort.

OPR.02.03 A written directive establishes procedures to be used in follow-up investigations, to include:

- a. Reviewing preliminary investigation reports;
- b. Conducting additional interviews and interrogations;
- c. Preparing case files;
- d. Collecting and preserving physical evidence;
- e. Identifying and apprehending suspects; and
- f. Assisting in the prosecution of the case.

OPR.02.04 A written directive establishes a case file management system for the criminal investigation function, to include:

- a. A case status control system;
- b. A case coordinator for each case;
- c. The types of records to be maintained;

- d. Rules defining accessibility to the files; and
- e. Rules for purging of the files.

OPR.02.05 If the criminal investigation function does not provide 24-hour coverage; an "on-call" system insuring access to an investigator(s) is maintained.

OPR.02.06 A written directive specifies policies and procedures to be followed when using informants, to include:

- a. Inclusion of informants in a master file;
- b. Content of the informant file, to include identity, background information, verification that the criminal history has been checked, and code name or number of each informant;
- c. Maintenance of an informant file;
- d. Security of informant file and related codes;
- e. Other methods to protect the identity of informants;
- f. Criteria for paying informants, if applicable;
- g. Precautions to be taken with informants, generally;
- h. Special precautions to be taken with juvenile informants; and
- i. Procedures for the use of informants by patrol officers.

ORGANIZED CRIME AND VICE CONTROL

OPR.03.01 A written directive specifies procedures for receiving, processing, and investigating vice, drug, and organized crime complaints.

OPR.03.02 Records and reports relating to active vice, drug, and organized crime investigations are securely filed and maintained separately from the central records system.

OPR.03.03 The agency has a system for the authorization, distribution, and use of any surveillance and/or undercover equipment owned or issued to the agency.

OPR.03.04 A written directive establishes procedures for advising the Chief Executive Officer of vice, drug, and organized crime activities.

OPR.03.05 A written directive specifies procedures for conducting vice/narcotics operations.

OPR.03.06 A written directive identifies forfeiture action seizure procedures and the position in the agency responsible for the agency's asset forfeiture program, to include the following:

- a. Responsibility for the effective processing of paperwork;
- b. Responsibility for the management of property seized and stored under asset seizure laws;
- c. Responsibility for monitoring the proceeds from forfeited assets; and

- d. Responsibility for compliance with State and Federal guidelines for asset forfeiture.

JUVENILE OPERATIONS

OPR.04.01 A written directive establishes the agency's juvenile operations, and includes a statement that all agency personnel are committed to the development and perpetuation of programs designed to prevent and control juvenile delinquency.

OPR.04.02 A written directive requires that officers dealing with juvenile offenders use, when applicable, reasonable alternatives to arrest, and includes at a minimum, provisions for the following:

- a. Outright release with no further action;
- b. Criteria and procedures for issuing citations or summonses to juvenile offenders to
- c. Appear at intake in lieu of taking them into custody; and
- d. Referral to juvenile court.

OPR.04.03 The agency has written procedures for taking a juvenile into custody, including, at a minimum, provisions for the following:

- a. Determining whether the juvenile is alleged to have engaged in non-criminal misbehavior (a status offense);
- b. Determining whether the juvenile is alleged to have been harmed or to be in danger of harm;
- c. Ensuring that the constitutional rights of juveniles are protected;
- d. Bringing the juvenile to the intake facility or the juvenile component without delay (unless the juvenile is in need of emergency medical treatment);
- e. Notifying parents or guardians of juveniles of the fact that they have been taken into custody; and
- f. Custodial interrogation to include duration, number of officers, and conferring with parents or guardians.

OPR.04.04 If the agency has a school liaison program, it incorporates the following:

- a. Acting as a resource with respect to delinquency prevention;
- b. Providing guidance on ethical issues;
- c. Providing individual counseling to students; and
- d. Explaining the law enforcement role in society.

UNUSUAL OCCURRENCES

OPR.05.01 The agency has a written directive and/or mobilization plan which provides for responding to:

- a. Natural disasters;
- b. Man-made disasters;
- c. Civil disturbances;
- d. Hostage/barricaded person;
- e. Active shooter situation; (01/04)
- f. Handling a bomb threat; and
- g. Search missions of missing and/or endangered persons.

OPR.05.02 Emergency operations plans are accessible to command personnel and are reviewed and updated as needed.

OPR.05.03 The agency has a written directive and/or plan for handling:

- a. The security of VIP's; and
- b. Special events

SPECIAL OPERATIONS

OPR.06.01 A written directive establishes procedures for full-time or part-time tactical team operations activities, to include deployment and coordination of tactical teams to supplement other operation components.

OPR.06.02 **If** the agency conducts tactical operations and/or crisis negotiations, either on a full-time or part-time basis, a written directive establishes criteria for the selection of officers assigned to those operations.

OPR.06.03 **If** the agency has a full or part-time tactical team; the agency provides specialized equipment for its operations.

TRAFFIC

OPR.07.01 A written directive establishes uniform procedures for taking enforcement action incidental to traffic law violations, to include:

- a. Physical arrest;
- b. Citation and/or VA uniform summons; and
- c. Warnings (**if** used).

OPR.07.02 When a motorist is charged with a traffic violation, the agency provides information relative to the specific charge, to include:

- a. Court appearance schedule;
- b. If court appearance by motorist is mandatory; and
- c. Prepayment information.

OPR.07.03 A written directive establishes uniform enforcement policies for traffic law violations, to include:

- a. Driving under the influence of alcohol/drugs;
- b. Operating a vehicle after driving privileges have been suspended or revoked;
- c. Speed violations;
- d. Other hazardous violations;
- e. Off-road vehicle violations;
- f. Equipment violations;
- g. Public carrier/commercial vehicle violations;
- h. Violations committed by juveniles;
- i. Violations committed by non-residents (out of area and/or state);
- j. Newly enacted laws and/or regulations;
- k. Violations resulting in traffic accidents; and
- l. Pedestrian and/or bicycle violations.

OPR.07.04 A written directive establishes procedures for stopping and approaching traffic law violators.

OPR.07.05 A written directive governs traffic accident reporting, response, management and investigation, as applicable, to include accidents involving:

- a. Death or injury;
- b. Property damage;
- c. Hit and run;
- d. Impairment due to alcohol or drugs;
- e. Hazardous materials;
- f. Occurrences on private property;
- g. Damage to public vehicles or property; and
- h. Disturbances between principals.

OPR.07.06 A written directive specifies accident scene responsibilities for officers responding to accident scenes, including procedures for:

- a. identifying and dealing with fire hazards and/or hazardous materials; and
- b. protecting the accident scene.

OPR.07.07 A written directive governs control of property belonging to accident victims.

OPR.07.08 A written directive specifies procedures for traffic direction and control, to include the following, at a minimum:

- a. At the scene of traffic accidents;
- b. Uniform hand signals and gestures for manual traffic direction and control;
- c. At the scene of fires;
- d. During periods of adverse road and/or weather conditions;
- e. Circumstances warranting manual operation of traffic control devices;
- f. Use of temporary traffic control devices; and
- g. A requirement that any personnel directing and/or controlling traffic wear reflective clothing and/or vests at all times.

OPR.07.09 A written directive governs provisions for:

- a. Law enforcement escort services; and
- b. Escorts of civilian vehicles in medical emergencies.

OPR.07.10 A written directive describes circumstances warranting the use of roadblocks and/or checkpoints and specifies procedures for implementation. (NOTE: See standards governing Use of Force.)

OPR.07.11 A written directive governs the provision of assistance to highway users, to include:

- a. General assistance;
- b. Mechanical assistance and towing service;
- c. Protection to stranded motorists; and
- d. Emergency assistance; and
- e. Correcting hazardous highway conditions.

OPR.07.12 A written directive specifies procedures for the following:

- a. Handling of abandoned vehicles;
- b. Removal and towing of vehicles from public and private property; and
- c. Maintaining records of all vehicles removed, stored, or towed at the direction of an officer.

PRISONER/PATIENT TRANSPORT

OPR.08.01 A written directive prescribes the security and control of prisoners being transported, including, but not limited to:

- a. Handcuffs and other restraints;
- b. Seating arrangements;
- c. Requiring the search of the transport vehicle before and after transporting prisoners;
- d. Requiring a search of all prisoners prior to transporting; and

- e. Documentation.

COMMENTARY: *This directive should not be limited to vehicle transport. Procedures for the handling of high risk or dangerous prisoners should be specified, as well as the security of prisoners during rest stops and meals. Additionally, prisoner communication with citizens and each other on multiple transports should be addressed.*

OPR.08.02 A written directive describes procedures for transporting and handling sick, injured, handicapped, mentally ill, or prisoners suspected of carrying a communicable disease such as AIDS or hepatitis, to include:

- a. Supervisory notification in the above or unusual instances;
- b. Dealing with medical personnel and hospital protocol; and
- c. Documentation.

OPR.08.03 A written directive governs situations permitting transports by officers of juveniles or prisoners of the opposite sex.

COMMENTARY: *Policies should be in place to address the transport by officers of juveniles and prisoners of the opposite sex, to include transmitting the vehicle mileage and time frame to the dispatcher.*

OPR.08.04 A written directive establishes procedures following the escape of a prisoner while being transported, to include:

- a. Further actions to be taken;
- b. Timely notifications to be made; and
- c. Reports to be prepared.

RESTRAINTS

OPR.09.01 A written directive identifies the types of restraints authorized by the agency and the circumstances or conditions for their use.

LOCK UP/INTERVIEW ROOMS

OPR.10.01 A written directive requires that all involved personnel receive training in the operation of a lockup /holding cell.

OPR.10.02 A written directive describes the "security and control" features of the lockup /holding cells to include:

- a. That firearms and other weapons will be properly secured prior to entering the lockup;

- b. Controlling the use of keys and other access devices; and
- c. A physical security check of each prisoner conducted at least every 30 minutes.

OPR.10.03 A written directive prescribes procedures to be followed in the event of an escape.

OPR.10.04 Consistent with legal requirements, a written directive requires that a search be made of all prisoners upon entry into the lockup /holding cells.

OPR.10.05 A written directive establishes procedures for instances when a person is placed and left alone in an interview room, to include:

- a. Constant monitoring through visual and/or video technology of the person placed and left alone in an interview room;
- b. Having personnel in close proximity of the room, available to intervene on behalf of the person or the agency immediately as needed;
- c. Conducting a search of the person, if necessary;
- d. A search or preparation of the room prior to each interview;
- e. Defining procedures for officers to follow regarding weapons when using the interview room;
- f. Controlling the use of keys and other access devices; and
- g. Training requirements for all personnel authorized to utilize the interview room.

COMMENTARY: The interview room is a commonly used tool in the investigative process. The intent of this standard is to ensure that officers understand and avoid the civil liability that can be incurred when the room is used to hold a person who is not under constant personal supervision. Constant visual observation can be achieved by sight or video equipment.

COURT SECURITY

OPR.11.01 A written directive establishes the agency's courthouse/courtroom security function, to include:

- a. Physical security plan;
- b. Security operations;
- c. Special operations plan;
- d. High risk trial plans;
- e. Emergency procedures (fire, bomb, escape, etc.); and
- f. Equipment.

OPR.11.02 A written directive governing the courthouse/courtroom security function must be made available to all personnel assigned therein.

OPR.11.03 A written directive identifies a position within the agency responsible for the courthouse/courtroom security function.

OPR.11.04 A written directive governs required searches of courtrooms for contraband.

COMMENTARY: Personnel assigned to courtrooms should examine all courtrooms prior to opening and following closing and be alert to any unusual findings.

OPR.11.05 A written directive specifies that equipment used for courthouse/courtroom security be identified and available for use at all times.

LEGAL PROCESS

OPR.12.01 A written directive requires that the information regarding items of legal process, (both civil and criminal), be recorded and maintained, to include:

- a. Date and time received;
- b. Agency tracking method;
- c. Type of process (civil/criminal);
- d. Nature of document;
- e. Source of document
- f. Name of plaintiff/complainant and defendant/respondent;
- g. Officer assigned for service or serving officer;
- h. Date of assignment;
- i. Method of service;
- j. Date of service and/or return;
- k. Location of service or attempted service; and
- l. Reason for non-service.

OPR.12.02 A written directive governs the service of civil process.

COMMENTARY: The directive should describe the role and responsibilities relating to the service of civil process. Each type of process should be identified and specific requirements explained.

OPR.12.03 A written directive governs the execution of criminal process.

COMMENTARY: The directive should address the types of warrants to be executed, territorial limits, time requirements, statutory provisions, and provisions for the issuance of summons in lieu of arrest.

OPR.12.04 If the agency acquires property through the civil legal process; a written directive defines the methods to be used in the disposition of all such property.

COMMENTARY: All property acquired through the civil legal process must be disposed of according to State code i.e., writs, levies, fieri facias, etc.

DOMESTIC VIOLENCE

OPR.13.01 A written directive establishes the procedures for handling domestic violence, to include;

- a. Outlining arrest criteria;
- b. Defining standards for determining the primary physical aggressor;
- c. Outlining standards for completing arrest reports;
- d. Defining procedures for transporting victims to safe places or medical facilities;
- e. Requiring officers to advise victims of available legal and community resources; and
- f. Requiring officers to petition for an emergency protective order in accordance with the Code of Virginia.

PERSONNEL

Selection and Hiring	PER.01.01-01.05
Employment Discrimination	PER.02.01-02.03
Compensation, Benefits, and Conditions of Work	PER.03.01-03.06
Off Duty Employment	PER.04.01-04.02
Career Development	PER.05.01-05.03
Performance Evaluations	PER.06.01-06.02
Promotions	PER.07.01-07.02
Grievance Procedures	PER.08.01-08.04
Disciplinary Procedures	PER.09.01-09.05
Communicable Diseases	PER.10.01

SELECTION AND HIRING

PER.01.01 A written directive identifies the agency's process for the selection of qualified applicants for sworn positions, and includes, at a minimum, adherence to the requirements found in the Code of Virginia.

PER.01.02 A written directive requires that all elements of the selection process be administered, scored, evaluated, and interpreted in a fair and uniform manner.

PER.01.03 A written directive requires that any testing, examinations, interviews, or investigations utilized during the selection process be conducted by personnel trained in these functions.

PER.01.04 A written directive requires that, at a minimum, applicants receive notification of application disposition.

PER.01.05 A written directive requires the agency to maintain records on the testing results of each applicant for a minimum of three years.

EMPLOYMENT DISCRIMINATION

PER.02.01 A written directive prohibits discrimination in the work place and provides a means by which it can be reported.

PER.02.02 A written directive shall identify the person(s) or position(s) within the agency responsible for investigating complaints of discrimination.

PER.02.03 The agency's investigations into allegations of discrimination shall be confidential.

COMPENSATION, BENEFITS, AND CONDITIONS OF WORK

PER.03.01 A written directive describes the agency's salary program, to include:

- a. Entry level salary for the agency;
- b. Salary differential within ranks;
- c. Salary differential between ranks;
- d. Salary levels for those with special skills, if any;
- e. Compensatory time policy; and
- f. Overtime policy.

COMMENTARY: *Compensation guidelines are governed by applicable state and federal regulations (FLSA).*

PER.03.02 A written directive describes the agency's leave program, to include:

- a. Administrative leave;
- b. Holiday leave;
- c. Sick leave; and
- d. Vacation (annual) leave.

PER.03.03 A written directive describes the agency's:

- a. Retirement program;
- b. Health insurance program;
- c. Disability and death benefits program;
- d. Liability protection program; and
- e. Employee educational assistance program, if any.

PER.03.04 A written directive describes the provision of clothing and equipment used by employees in performing law enforcement functions.

PER.03.05 A written directive governs the provision of physical examinations for sworn employees. Any examination required of employees in permanent, full-time jobs must be provided at no cost to the employee.

PER.03.06 A written directive specifies guidelines for general health and physical fitness to be maintained by sworn employees.

OFF-DUTY EMPLOYMENT

PER.04.01 A written directive governs the types of off-duty employment in which agency personnel may not engage.

***COMMENTARY:** This standard applies to all agency personnel. It pertains to secondary employment of the off-duty type, that is, outside employment wherein the use of law enforcement powers is not anticipated. Non-sworn personnel shall be governed by Department policy concerning outside employment.*

PER.04.02 If the agency permits sworn personnel to engage in extra-duty employment, a written directive addresses the following:

- a. The requirement that sworn personnel must receive agency permission to engage in extra-duty employment;
- b. The behavior and activities of officers during extra-duty employment;
- c. Approval, review, and revocation processes pertaining to officers' extra-duty employment;

- d. Designation of a point of coordination within the agency to oversee adherence to the aforementioned policies, processes, and other matters deemed appropriate by the agency; and
- e. Documentation of the significant aspects of each officer's extra-duty employment.

COMMENTARY: *This standard pertains to personnel whose secondary employment is of the extra-duty type, that is, outside employment wherein the actual or potential use of law enforcement powers is anticipated.*

CAREER DEVELOPMENT

PER.05.01 If the agency has a career development program, a written directive establishes training requirements for all sworn personnel assigned by the agency to conduct career development activities.

PER.05.02 If the agency has a career development program/plan; the program/plan is evaluated as needed.

PER.05.03 The agency maintains an ongoing inventory of skills, knowledge, and abilities of each employee.

PERFORMANCE EVALUATIONS

PER.06.01 A written directive establishes the performance evaluation system; and,

- a. Defines its objectives;
- b. Requires an annual written performance evaluation of each employee; and
- c. Addresses performance evaluations of probationary employees during the probationary period, or as required by jurisdictional personnel policy.

PER.06.02 A written directive requires a supervisory review to include the following areas:

- a. Results of the performance evaluation just completed; and
- b. Level of performance expected, rating criteria or goals for the new reporting period.

PROMOTION

PER.07.01 A written directive describes the agency's promotional process, to include:

- a. Identifying a position, or positions responsible for administering the promotion process;
- b. Describing the elements to be used in the promotion process;
- c. Providing eligible employees with a written announcement of the promotion process;

- d. Establishing procedures for review of results for each element of the promotion process;
- e. Establishing years of service, or time in rank/grade requirement for promotion; and
- f. Ensuring all elements used in the promotional process are job related.

COMMENTARY: *The agency should describe its promotional process in writing to all employees to ensure that it is consistent.*

PER.07.02 If the agency uses eligibility lists in its promotion process, a written directive establishes:

- a. A system for ranking eligible employees on the lists;
- b. The duration of the lists; and
- c. A system for selecting names from the lists.

GRIEVANCE PROCEDURE

PER.08.01 A written directive establishes a grievance procedure, including:

- a. Identifying matters that are grievable, i.e. scope;
- b. Establishing time limitations for filing or presenting the grievance;
- c. Establishing procedural steps and time limitations at each step in the grievance procedure;
- d. Establishing criteria for employee representation; and
- e. Identifying the position or component within the agency responsible for coordination of grievance procedures.

PER.08.02 A written directive requires that any grievance include:

- a. A written statement of the grievance and the information upon which it is based;
- b. A written specification of the alleged wrongful act and resultant harm; and
- c. A written description of the remedy, adjustment, or other corrective action sought.

PER.08.03 A written directive establishes procedures for:

- a. Responding to any grievance received by the agency;
- b. Appeals to any decision made within the grievance process; and
- c. Maintaining and controlling grievance records.

PER.08.04 If the agency has a grievance board; a written directive specifies its composition, functions, and criteria for appointment of its members.

DISCIPLINARY PROCEDURES

PER.09.01 A written directive specifies the conduct and behavior expected of all employees.

PER.09.02 A written directive establishes a disciplinary system, to address:

- a. Utilization of training as a function of discipline;
- b. Utilization of counseling as a function of discipline;
- c. Taking punitive actions in the interest of discipline, including oral reprimands, written reprimands, suspension, demotion, reduction of leave, transfer, and termination, if applicable; and
- d. Appeal procedures in disciplinary actions.

PER.09.03 A written directive specifies the responsibility of each level of supervision relative to disciplinary actions.

PER.09.04 If employee misconduct results in dismissal, the following information is provided to the employee:

- a. A statement citing the reasons for dismissal; and
- b. The effective date of the dismissal.

***COMMENTARY:** Compliance with this standard is subject to state code exemptions.*

PER.09.05 A written directive specifies procedures for maintenance of records of disciplinary actions.

COMMUNICABLE DISEASES

PER.10.01 A written directive addresses communicable diseases to include the following:

- a. The designation of a position responsible for the coordination of a communicable disease program;
- b. Precautions associated with public safety personnel in the performance of their duties;
- c. Protective equipment issued to and maintained by personnel;
- d. Reporting procedures for possible exposure;
- e. Disposal of contaminated materials;
- f. Guidelines for associated medical care;
- g. Training; and
- h. Record keeping confidentiality.

***COMMENTARY:** All departmental policy regarding communicable diseases will be in compliance with the Code of VA as well as OSHA guidelines.*

TRAINING

Recruit Training	TRN.01.01-01.02
Specialized In-Service Training	TRN.02.01-02.03
Civilian Training	TRN.03.01-03.02
Record Keeping	TRN.04.01

The **NOTE:** The Code of Virginia contains many statutes governing the training of law enforcement officers. **Criminal Justice Training Reference Manual** distributed by the Department of Criminal Justice Services provides guidance in this area.

RECRUIT TRAINING

TRN.01.01 The agency requires all newly sworn officers to have successfully completed a recruit training program prior to any routine assignment in any capacity in which the officer is allowed to carry a weapon and/or is in a position to make an arrest, except as part of a formal field training program. The recruit-training program shall include:

- a. A curriculum based on tasks of the most frequent assignments of officers who complete recruit training;
- b. Use of evaluation techniques designed to measure competency in the required skills, knowledge, and abilities (SKA);
- c. Compliance with state training mandates for police officers and deputy sheriffs; and
- d. Any applicable legal requirements relevant to the performance of duties.

***COMMENTARY:** The intent of this standard is to ensure that all officers have completed the agency required law enforcement basic training academy and field training program.*

TRN.01.02 A written directive establishes a field-training program for recruits with provisions for the following:

- a. Field training of at least four weeks for trainees, during and/or after the required classroom training with direct supervision of the trainee by a Field Training Officer(s);
- b. A selection process for field training officers;
- c. Supervision of field training officers;
- d. Liaison with the academy staff;
- e. Training of field training officers;
- f. Rotation of recruit field assignments, if possible;
- g. Guidelines for the evaluation of recruits by field training officers; and
- h. Reporting and documentation responsibilities of field training officers.

Specialized In-Service Training

TRN.02.01 A written directive identifies the functions for which specialized training is required, and includes the following:

- a. Development and/or enhancement of the skills, knowledge, and abilities particular to the specialized training;
- b. Policy and procedures related to the specialized function or component to include how it is managed and utilized; and
- c. Supervised on-the-job training.

TRN.02.02 If the agency has Specialized Units, the agency requires that all personnel assigned to these units engage in regularly scheduled training and readiness exercises.

TRN.02.03 The agency provides skill development to all personnel upon functional reassignment or promotion.

Civilian Training

TRN.03.01 A written directive requires all newly appointed civilian personnel to receive information regarding:

- a. The agency's role, purpose, goals, policies, and procedures;
- b. Working conditions and regulations; and
- c. Responsibilities and rights of employees.

TRN.03.02 A written directive identifies the civilian positions for which pre-service and in-service training are required, and the position(s) within the organization responsible for coordinating such training.

Record Keeping

TRN.04.01 A written directive requires that proper documentation and records be kept on file for all job related training received by agency personnel, to include:

- a. The title of the training received;
- b. The dates and number of hours of attendance;
- c. The identification of trainers or agencies presenting the course; and
- d. The names of all agency personnel receiving the training.

GLOSSARY OF TERMS

Academy: A training facility, which is certified by the Virginia Department of Criminal Justice Services to conduct basic, in-service and other specialized training for law enforcement personnel. The facility may be run by a single agency or may be regional.

Auxiliary Officer: (Virginia Code §15.2-1731) Auxiliary officers shall be defined by their authority or lack of authority to arrest. If the auxiliary member has the authority to arrest, he or she must meet the minimum law enforcement training standards as set by the Department of Criminal Justice Services (Virginia Code §9-170) for law enforcement officers. Auxiliary members not having the authority to arrest must meet minimum training standards as set by the Department of Criminal Justice Services pertaining to the tasks they perform, if applicable.

Biannually: Occurring twice a year.

Biennially: Occurring every two years.

Bimonthly: Occurring once every two months.

Capital Assets: Assets that add to the long-term worth. Capital assets are items the agency acquires for long-term use such as furniture and equipment as opposed to supplies such as pencils and paper. Examples of capital assets are vehicles, weapons, uniforms and office equipment.

Career Development Activities: An organized and supervised set of duties or functions designed to facilitate personnel advancement by stimulating learning such as counseling, training and/or job rotations.

Chain of Command: Formal lines of communication going downward or upward within the organizational hierarchy through each successive level of command.

Civil Process: Those writs, summonses, mandates, petitions, or other process issuing from a court of law or equity pertaining to a cause of action of a civil nature. The term includes original, intermediate and final process to be served by the agency in any action involving civil litigants. For the purpose of the accreditation standards, asset forfeiture will not be considered under this category.

Commentary: The narrative located below the standard statement, which serves as a guide regarding the intent of the standard. It is solely for clarification and is **NOT** a binding part of the standard.

Contract Services: Paid law enforcement services provided by the agency to another jurisdiction or an entity or town within the agency's jurisdiction, which are provided as a result of and governed by a contract between the providing agency and the recipient. Contract services do not include off-duty employment, but do include instances where manpower will come from regularly scheduled employees.

Courthouse Holding Cell: Any room or cell that is used to hold **incarcerated** subjects at the courthouse for the purpose of their appearance before a court. (See Lock Up/holding facility)

Evaluation Period: An established length of time during which an employee is evaluated for his/her ability to learn and/or perform expected tasks and functions associated with his/her assigned position. Sheriffs may use this as a tool in place of the probationary period, as there is no guarantee of employment within a sheriff's office.

Field Training: A program for recruit officers/deputies designed to enable them to apply classroom knowledge in closely supervised on-the-job situations.

Job Classification: A group of positions that perform similar duties, have similar qualifications and have the same salary grade.

Job Description: A description of the tasks, duties, responsibilities and working conditions associated with a job. A job description generally contains information on the following:

- What the employee will do;
- What skills, knowledge, and abilities (SKA's) the job requires; and
- What the working conditions and the physical demands of the job are.

Legal Process: Any item of civil or criminal process, whether original, intermediate or final which is valid on its face and is to be served or executed by the law enforcement agency.

Lock Up/Holding Facility: A temporary detention facility where detainees are held not more than twelve (12) hours. Holding facilities, which are an integral part of a jail, are not considered a lock up. An agency will be considered to operate a lock up when they exercise the practice of detaining or holding persons for any period of time in a room or space, or shackling any person to an immovable object, and not continually keeping **direct personal supervision and control** by another person who can immediately intervene on behalf of the agency or the detainee.

Personnel: All sworn and non-sworn members of an agency and any volunteers working on behalf of the agency.

Probationary Status: For police departments, a phase of the selection promotional process represented by some form of conditional employment.

Semimonthly: Occurring twice a month.

Special Police Officer: (Virginia Code §15.2-1737) Officers appointed by the circuit court, upon application of the sheriff or chief of police, for a period of not more than four years. Special police officers may be re-appointed. They must be determined to be suitable and discreet (background investigation.) They shall be conservators of the peace under the supervision of the person or agency making application for the appointment. The agency or person making application shall likewise be civilly liable for any wrongful action or conduct committed by the

appointee within the scope of his/her employment. The special police officer may be a paid employee if he/she is not otherwise employed.

Special Purpose Vehicle or Animal: A vehicle or animal used due to considerations of weather, terrain, the need for inconspicuous appearance, quietness, storage requirements, special operational needs, etc. This category includes but is not limited to: SWAT trucks, bomb disposal vehicles, mobile command posts, all-terrain vehicles, snowmobiles, boats, aircraft, prisoner transport vehicles, motorcycles, bicycles, and animals such as dogs and horses.

Written Directive: Any written documents used to guide or affect the performance or conduct of agency employees. The term includes policies, procedures, rules and regulations, general orders, special orders, memorandums, and instructional material such as lesson plans. Also included in this category are International, Federal, State, and local laws and ordinances.